

Jobsheet



NUMBER86

Plot 1266
Nashua House, Luthuli Road, Old Industrial
Gaborone Botswana
Tel: 3113686
Email: accounts@altanovabw.com

Client	Engineer	Date	Time In	Time Out	Total Hours	Chargeable Hours
Bluethorn	admin	16/12/21	08:00:00	17:00:00	9	2:00
					0:00	0:00
					0:00	0:00

CHARGE CODE

Contract	X	Car Used		Project	None	Remote Access	No
Non Contract		Overtime	afterhours	DRS	0	Travel Charge(Kms)	0

STANDARD ROUTINE CHECK LIST PROCEDURE

Server Tasks	Details				Initial
Check event viewer/ all logs are resolve					
Disk Space over 80% needs attention	Server Drive :				
	Server Drive :				
	Server Drive :				
Verify succesfull backup (Fix and report any failures below)	Date:	2021-12-16			
Tested Restore of Backups	Date:	2021-12-16	Weekly:	Monthly:	
Verify Users and Groups (Add/Delete as Requested)					
Review Firewall Logs (Report suspicious activites)					
Verify UPS is working optimally (Do test power failure)	Date:	0000-00-00			
Update Antivirus Definition Files	Def Date:	2021-12-16			
General Network operation: Speed, Internet, Email, Antivirus					
Run Necessary Tests after any changes					
Check users are satisfied an working correctly					
Report Items attended to and items outstanding to contact					

WORK CARRIED OUT ON SITE

Username	Details	Resolution	User Test and Sign
21			
21			
21			

EXTRA WORK REQUIRED / RECOMMENDATIONS

CUSTOMER DECLARATION - BY APPROVING THIS JOB SHEET YOU ARE AGREEING THAT THE WORK HAS BEEN CARRIED OUT SUCCESSFULLY AND AGREE TO PAY THE AMOUNT CHARGED IN FULL

Customer Comments

Jobsheet



NUMBER87

Plot 1266
Nashua House, Luthuli Road, Old Industrial
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Tel: 3113686
Email: accounts@altanovabw.com

Client	Engineer	Date	Time In	Time Out	Total Hours	Chargeable Hours
Bluethorn	admin	16/12/21	08:00:00	17:00:00	9	2:00
					0:00	0:00
					0:00	0:00

CHARGE CODE

Contract	X	Car Used		Project	None	Remote Access	No
Non Contract		Overtime	afterhours	DRS	0	Travel Charge(Kms)	0

STANDARD ROUTINE CHECK LIST PROCEDURE

Server Tasks	Details				Initial
Check event viewer/ all logs are resolve					
Disk Space over 80% needs attention	Server Drive :				
	Server Drive :				
	Server Drive :				
Verify succesfull backup (Fix and report any failures below)	Date:	2021-12-16			
Tested Restore of Backups	Date:	2021-12-16	Weekly:	Monthly:	
Verify Users and Groups (Add/Delete as Requested)					
Review Firewall Logs (Report suspicious activites)					
Verify UPS is working optimally (Do test power failure)	Date:	0000-00-00			
Update Antivirus Definition Files	Def Date:	2021-12-16			
General Network operation: Speed, Internet, Email, Antivirus					
Run Necessary Tests after any changes					
Check users are satisfied an working correctly					
Report Items attended to and items outstanding to contact					

WORK CARRIED OUT ON SITE

Username	Details	Resolution	User Test and Sign
1			
1			
1			

EXTRA WORK REQUIRED / RECOMMENDATIONS

CUSTOMER DECLARATION - BY APPROVING THIS JOB SHEET YOU ARE AGREEING THAT THE WORK HAS BEEN CARRIED OUT SUCCESSFULLY AND AGREE TO PAY THE AMOUNT CHARGED IN FULL

Customer Comments

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NUMBER88

Plot 1266
Nashua House, Luthuli Road, Old Industrial
Gaborone Botswana
Tel: 3113686
Email: accounts@altanovabw.com

Client	Engineer	Date	Time In	Time Out	Total Hours	Chargeable Hours
Bluethorn	admin	01/01/22	12:42:00	15:42:00	3	2:00
					0:00	0:00
					0:00	0:00

CHARGE CODE

Contract	X	Car Used		Project	None	Remote Access	No
Non Contract		Overtime	afterhours	DRS	2	Travel Charge(Kms)	0

STANDARD ROUTINE CHECK LIST PROCEDURE

Server Tasks			Details			Initial
Check event viewer/ all logs are resolve			x			
Disk Space over 80% needs attention			Server Drive :	xxxddd	xdd	
			Server Drive :	d	xdd	
			Server Drive :	d	xdd	
Verify succesfull backup (Fix and report any failures below)			Date:	2022-01-12	xdd	
Tested Restore of Backups			Date:	2022-01-12	Weekly: Monthly:	
Verify Users and Groups (Add/Delete as Requested)						
Review Firewall Logs (Report suspicious activites)					dddd	
Verify UPS is working optimally (Do test power failure)			Date:	2022-01-12	dddd	
Update Antivirus Definition Files			Def Date:	2022-01-12		
General Network operation: Speed, Internet, Email, Antivirus					ddddddddd	
Run Necessary Tests after any changes			`		dddddd	
Check users are satisfied an working correctly					dddddd	
Report Items attended to and items outstanding to contact						

WORK CARRIED OUT ON SITE

Username	Details	Resolution	User Test and Sign
1	dddddd	dddd	
1	ddddddddddd	ddddddddddd	
1	ddd	dddddd	

EXTRA WORK REQUIRED / RECOMMENDATIONS

dddddddddd

CUSTOMER DECLARATION - BY APPROVING THIS JOB SHEET YOU ARE AGREEING THAT THE WORK HAS BEEN CARRIED OUT SUCCESSFULLY AND AGREE TO PAY THE AMOUNT CHARGED IN FULL

Customer Comments

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NUMBER89

Plot 1266
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Gaborone Botswana
Tel: 3113686
Email: accounts@altanovabw.com

Client	Engineer	Date	Time In	Time Out	Total Hours	Chargeable Hours
Bluethorn	admin	01/01/22	12:00:00	13:00:00	1	2:00
					0:00	0:00
					0:00	0:00

CHARGE CODE

Contract		Car Used		Project	None	Remote Access	No
Non Contract		Overtime	None	DRS	0	Travel Charge(Kms)	0

STANDARD ROUTINE CHECK LIST PROCEDURE

Server Tasks	Details			
Check event viewer/ all logs are resolve			No errors reported	
Disk Space over 80% needs attention	Server Drive :		All fine	
	Server Drive :		All fine	
	Server Drive :		All fine	
Verify succesfull backup (Fix and report any failures below)	Date:	2022-01-11	All fine	
Tested Restore of Backups	Date:	2022-01-03	Weekly:	Monthly:
Verify Users and Groups (Add/Delete as Requested)			All fine	
Review Firewall Logs (Report suspicious activites)			All fine	
Verify UPS is working optimally (Do test power failure)	Date:	2022-01-12	All fine	
Update Antivirus Definition Files	Def Date:	2022-01-11		
General Network operation: Speed, Internet, Email, Antivirus			All fine	
Run Necessary Tests after any changes	`		All fine	
Check users are satisfied an working correctly				
Report Items attended to and items outstanding to contact				

WORK CARRIED OUT ON SITE

Username	Details	Resolution
1	Exchange Drive full	Increased drive on VMware and applied
1		
1		

EXTRA WORK REQUIRED / RECOMMENDATIONS

Upgrade Exchange to 2019

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NUMBER 90

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Gaborone Botswana
Tel: 3113686
Email: accounts@altanovabw.com

Client	Engineer	Date	Time In	Time Out	Total Hours	Chargeable Hours
Signal Hands	admin	18/01/22	01:51:00	02:51:00	1	2:00
					0:00	0:00
					0:00	0:00

CHARGE CODE

Contract		Car Used		Project	None	Remote Access	No
Non Contract		Overtime	None	DRS	10	Travel Charge(Kms)	0

STANDARD ROUTINE CHECK LIST PROCEDURE

Server Tasks				Details			Initial
Check event viewer/ all logs are resolve				xxx xx			
Disk Space over 80% needs attention		Server Drive :	xxxddd	xxx			
		Server Drive :	ssss	xxx			
		Server Drive :	ss	xxx			
Verify succesfull backup (Fix and report any failures below)		Date:	2022-01-17	xxx			
Tested Restore of Backups		Date:	2022-01-17	Weekly:	Monthly:		
Verify Users and Groups (Add/Delete as Requested)				xxx			
Review Firewall Logs (Report suspicious activites)				xxx			
Verify UPS is working optimally (Do test power failure)		Date:	2022-01-18	xxx			
Update Antivirus Definition Files		Def Date:	2022-01-17				
General Network operation: Speed, Internet, Email, Antivirus				xxxxxx xx			
Run Necessary Tests after any changes				xxxxxxxx xx			
Check users are satisfied an working correctly				xxxxxxxxxxxxxx			
Report Items attended to and items outstanding to contact				xxxx			

WORK CARRIED OUT ON SITE

Username	Details	Resolution	User Test and Sign
lalo	x	x	zeeetr
check	x	x	eeeee
zac	x	x	xxxxx

EXTRA WORK REQUIRED / RECOMMENDATIONS

xxxxxxxxx xxxxxxxx

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Customer Comments

